

EXHIBIT A

**IN THE UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF GEORGIA
ATLANTA DIVISION
Case No.: 1:17-cv-01909-SCJ**

BRIA MADDOX

Plaintiff,

v.

CBE GROUP, INC.,

Defendant.

DECLARATION OF THOMAS JOHN LOCKARD

On this day, November 14, 2017, I, THOMAS JOHN LOCKARD declare under penalty of perjury, as provided for by the laws of the United States, 28 U.S.C. § 1746, that the following statements are true and correct:

1. My legal name is THOMAS JOHN LOCKARD.
2. I am over the age of 18 and am otherwise competent to make this Declaration.
3. I am employed by CBE Companies, Inc. (“CBE”), as Litigation Manager. The CBE Group, Inc. (“CBE Group”), is a subsidiary of CBE.
4. The information contained in this Declaration is based upon my personal knowledge gained through my employment with CBE, as well as my

review of relevant business records and the specific electronic information and data related to the account at issue in this litigation.¹

5. CBE Group is a debt collection agency.²

6. Through my employment by CBE, I am intimately familiar with the software and hardware systems utilized by CBE Group to document activity taken with respect to accounts referred to CBE Group for collection by creditors.

7. CBE Group's software system allows employees of the company to input certain information related to the account, such as a summary of any telephone conversations on an account. However, employees do not input the dates or times related to inbound or outbound calls. That information is systematically added to the account notes by the software system whenever a call is placed on an account. Moreover, once information is uploaded in the system with respect to an account, it cannot be removed, period. The reason the software is designed in this manner is to ensure the account notes accurately and reliably reflect all activities taken on an account. Attached hereto as **Exhibit 1** are copies of the computer-generated account notes related to Plaintiff's account that were generated in the regular course of CBE

¹ All documents reviewed in preparation of this Declaration were made in the regular course of CBE Group's business and it was the regular course of CBE Group's business to make such records within a reasonable time of the transactions or occurrences reflected in the documents.

² This statement should not be construed to mean that CBE Group meets the definition of "debt collector" under the FDCPA with respect to this case or that the obligation at issue in this case was a "debt" as defined by the FDCPA.

Group's business and it was in the regular course of CBE Group's business to make such records within a reasonable time of the transaction or occurrence.

8. In December of 2016, CBE Group was referred an account belonging to Plaintiff, Bria Maddox, from Comcast Cable Corporation ("Comcast") for collection ("subject account" and/or "Plaintiff's account").

9. Information related to the account was provided electronically by Comcast. The data was then loaded into CBE Group's system.

10. Comcast provided only certain information to CBE Group including the contact information for Plaintiff and information related to the debt (e.g. the telephone number associated with the account and the amount due).

11. At the time of referral, CBE Group was provided Plaintiff's contact information from Comcast that included the telephone number alleged to be Plaintiff's cellular telephone, 305-680-6589 ("subject telephone number"). *See, Exhibit 1.*

12. The subject telephone number was the only telephone number CBE Group received from Comcast related to Plaintiff's account.

13. All outbound telephone calls made on Plaintiff's account by CBE Group were made to the subject telephone number in an attempt to reach Plaintiff.

14. CBE Group made a total of 120 outbound calls on the subject account which all occurred between December 22, 2016 and February 24, 2017.

Specifically, the outbound calls were made on the following approximate dates/times:

- 12/22/16: 2:02 PM, 2:38 PM, 5:23 PM
- 12/27/16: 9:09 AM, 2:34 PM
- 12/28/16: 2:02 PM, 4:46 PM
- 12/29/16: 11:54 AM, 2:40 PM, 6:03 PM
- 1/2/17: 9:34 AM, 2:42 PM
- 1/3/17: 10:04 AM, 2:03 PM
- 1/4/17: 8:37 AM, 12:32 PM, 3:41 PM
- 1/5/17: 8:53 AM, 1:11 PM, 3:48 PM, 6:06 PM
- 1/6/17: 9:31 AM, 1:06 PM, 2:46 PM, 7:56 PM
- 1/9/17: 9:57 AM, 12:28 PM, 2:10 PM, 3:43 PM
- 1/10/17: 9:38 AM, 1:17 PM, 3:41 PM, 5:27 PM
- 1/11/17: 1:01 PM
- 1/16/17: 2:19 PM, 7:48 PM
- 1/17/17: 12:24 PM, 2:13 PM, 5:19 PM
- 1/18/17: 12:49 PM, 3:52 PM
- 1/19/17: 11:52 AM, 2:21 PM, 4:07 PM, 5:57 PM
- 1/20/17: 11:49 AM, 1:51 PM, 3:28 PM, 5:39 PM
- 1/23/17: 12:55 PM, 2:39 PM, 4:14 PM
- 1/24/17: 11:57 AM, 2:17 PM, 4:17 PM
- 1/25/17: 11:46 AM, 1:22 PM, 3:26 PM, 5:09 PM
- 1/26/17: 12:30 PM, 2:08 PM, 3:45 PM
- 1/27/17: 11:46 AM, 1:41 PM, 3:22 PM, 5:01 PM
- 1/30/17: 11:48 AM, 2:39 PM
- 1/31/17: 12:01 PM, 2:43 PM, 4:32 PM
- 2/1/17: 12:57 PM, 3:45 PM, 6:44 PM
- 2/2/17: 11:44 AM, 1:43 PM, 3:17 PM, 5:12 PM, 7:30 PM
- 2/3/17: 10:00 AM, 12:33 PM, 2:21 PM, 6:38 PM
- 2/6/17: 10:23 AM, 12:48 PM, 2:52 PM, 4:27 PM, 7:13 PM
- 2/7/17: 8:39 AM, 11:49 AM, 1:43 PM, 3:35 PM, 6:15 PM
- 2/9/17: 9:18 AM, 12:52 PM, 2:27 PM, 5:30 PM
- 2/10/17: 11:09 AM, 1:31 PM, 3:14 PM
- 2/13/17: 12:52 PM, 3:07 PM, 6:14 PM
- 2/14/17: 11:54 AM, 1:50 PM, 3:27 PM, 6:03 PM
- 2/15/17: 1:14 PM, 3:42 PM, 5:39 PM

- 2/16/17: 12:14 PM, 2:15 PM, 6:03 PM
- 2/17/17: 9:50 AM, 11:45 AM, 1:48 PM, 3:29 PM, 5:04 PM
- 2/21/17: 5:46 PM
- 2/24/17: 4:18 PM

15. CBE Group never made more than five attempts to reach Plaintiff by telephone on any one calendar day and there was more than 1.5 hours between each call.

16. No calls were made by CBE Group for more than five consecutive days.

17. CBE Group did not leave any message, voice message or otherwise, in its attempts to contact Plaintiff by telephone on Plaintiff's account.

18. There were also 3 inbound calls made from the subject number to CBE Group which occurred on December 22, 2016 at 2:39PM, January 21, 2017 at 8:02AM, and February 8, 2017 at 2:23PM. The caller hung up prior to speaking with any CBE Group employee.

19. It is CBE Group's policy to record all telephone conversations that result from incoming calls placed to or outgoing calls place from CBE Group regarding accounts referred for collection. Telephone conversations are systematically recorded by equipment integrated into CBE Group's telephone system, *i.e.* employees do not need to "turn on" the recording system for calls to be recorded.

20. Of the 120 outbound calls CBE Group placed to 305-680-6589 and the 3 inbound calls made to CBE Group related to the subject account, the only call to

result in direct communication between CBE Group and any party was an outbound call that was place by CBE Group on January 11, 2017 and that call was recorded by CBE Group.

21. I have listened to the January 11, 2017 recording. The transcript attached hereto as “**Exhibit 2**” accurately reflects the substance of that call.

22. As the call recording demonstrates, the answering party identified herself as Plaintiff and at no point requested no further calls. *See, Exhibit 2.*

23. Had Plaintiff requested no further calls from CBE, CBE would have ceased its attempts to contact Plaintiff in that manner.

24. After that communication with Plaintiff on January 11, 2017, CBE Group did not attempt to contact Plaintiff again by telephone until January 16, 2017.

25. On or about March 6, 2017, CBE Group received a letter from Plaintiff dated February 28, 2017 (“Plaintiff’s letter”) alleging that CBE Group violated the TCPA and the FDCPA by making “at least 90 unwanted call to [Plaintiff’s] cell phone number 305-680-6589... without prior express consent.” *See, Exhibit 3.*

26. Although Plaintiff’s letter indicated that Plaintiff’s “cell number is not to be called, shared, or used for any purpose other than to address the matters at hand,” Plaintiff also confirmed that “I can be reached directly at 305-680-6589 (cell).” *See, Exhibit 3.*

27. Upon receipt of Plaintiff's letter on or about March 6, 2017, CBE Group made no further calls to Plaintiff's telephone number and ceased all further collection activities on Plaintiff's account. *See, Exhibit 1.*

Executed on this 14th day of November, 2017.


THOMAS JOHN LOCKARD

Debtor History Report

As of 4/28/2017



Debtor: [REDACTED] 6560
 Original Balance: \$564.85
 Current Balance: \$564.85
 Total Paid: \$0.00

Name: **Maddox, Bria**
 Strategy: Inactive
 Step: 120

Phone: Coll: 40-1,136
 Status: Consumer Filed Lawsuit
 Last 4 of TaxID: [REDACTED] 3491

Name: Maddox, Bria With Attorney? No Seen Since last Newbiz or NewColl? Yes

Has AS Window? No
 Authorized to Call Work?: No
 Authorized to Call Home?: No
 Authorized to Write Work? No



Address: 1.00 AddressID: [REDACTED] 0641 Address_Type Account
Status Inactive
Status_Date 03/06/2017
Verified_FG True
Country United States
Mail_Return No

Address: 2.00 AddressID: [REDACTED] 3972 Address_Type Account
Status Active
Status_Date 03/06/2017
Verified_FG True
Country United States
Mail_Return No

Address: 3.00 AddressID: [REDACTED] 6109 Address_Type Credit Attributes
Status Inactive
Status_Date 12/22/2016
Verified_FG False
Country United States
Mail_Return No

[REDACTED]
 Atlanta, GA 30350

Address: 4.00 AddressID: [REDACTED] 6108 Address_Type Credit Attributes
Status Inactive
Status_Date 12/22/2016
Verified_FG False
Country United States
Mail_Return No

[REDACTED]
 Atlanta, GA 30315

Address: 5.00 AddressID: [REDACTED] 6107 Address_Type Credit Attributes
Status Active
Status_Date 12/22/2016
Verified_FG False
Country United States
Mail_Return No

[REDACTED]
 Atlanta, GA 30324

Phone #	Area Code	Phone Number	Create Date	Phone Type	Status	Status Last Changed	Verified	Cell Phone	DNC	Source
Phone: 1.00	305	6806589	12/21/2016	Account Scrub	Active	12/21/2016	Yes	Yes	Yes	Client 1
Phone: 2.00	786	9554748	12/22/2016		Active	12/22/2016	No	Yes	Yes	LocateSmarter - Movali 10

Debtor: [REDACTED] 6560
 Original Balance: \$564.85
 Current Balance: \$564.85
 Total Paid: \$0.00

Name: Maddox, Bria
 Strategy: Inactive
 Step: 120

Phone: [REDACTED] 40-1,136
 Status: Consumer Filed Lawsuit
 Last 4 of TaxID: [REDACTED] 3491

Email Address ID: [REDACTED] 8524

Address Type Account
Status Active
Status Date 3/6/2017 11:58:56AM
Verified FG True
Authorized FG True
Authorized Date 3/6/2017 12:02:14PM
Do Not Contact FG False

Account Ancillary Line NameValue

DebtorSequence [REDACTED] 3238
 RestrictionMiscellaneousOne Transfer to Tom Lockard x1095. Pending Litigation
 SSNLastFour 3491

Debt ID: [REDACTED] 5201 Client: 298-Comcast
 Legal Fees: \$ 0.00 Agency Fees:
 Total Paid: Fee Schedule: 5432
 Service Type: Unknown Service Type

Cli Ref: 7969 Alt Ref: [REDACTED] 3055
 Recieved Date: 12/21/2016 Batch: 71352
 Client Last Charge Date: 12/21/2016
 Client Last Payment Date:
 Date Last Paid:
 Last Interest Date:

	Balance	Paid	
Principal:	\$0.00	\$0.00	PIF 1 Payment? <u>Comments on Debt</u>
Collection Charge:	\$0.00	\$0.00	Old Account?
Interest:	\$0.00	\$0.00	Cancelled?No
Misc or Penalty:	\$0.00	\$0.00	
Court Costs:	\$0.00	\$0.00	
Other Fees:	\$0.00	\$0.00	

Debt ID: [REDACTED] 5201

Cli Ref: 7969

Alt Ref: [REDACTED] 3055

Last Payment Amount

0.00

Client File New Business Date

12/20/2016

Charge Off Date

12/03/2016

Disconnect Date

10/02/2016

Service Address One

[REDACTED]

Service Address Two

ATLANTA, GA 30324

Service City State Zip

N

Cable Status

N

Telephony Status

N

High Speed Data Status

N

Disconnect Reason

NP

Region Code

Atlanta

Area

82202000

Clients Last Charge Amount

0.00

Major Market Name

Atlanta

Alternate Account Number

[REDACTED] 7457

Home Security Status

N

Payment Date	Client ID	Collector ID	Transaction Type	Payment Amount	Remaining Balance
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Payment Comments:

Letter Name	Letter Status	Letter Type	Activity Date	AccountAddress.ID
First Notice – Reporting	Letter Sent	Primary	12/22/2016	[REDACTED] 0641
Settlement Matrix Substitution Letter 3	Letter Sent	Primary	02/01/2017	[REDACTED] 0641

Debtor: [REDACTED] 560
 Original Balance: \$564.85
 Current Balance: \$564.85
 Total Paid: \$0.00

Name: Maddox, Bria
 Strategy: Inactive
 Step: 120

Phone: Coll: 40-1,136
 Status: Consumer Filed Lawsuit
 Last 4 of TaxID: [REDACTED] 3491

Action Code	Result Code	History Date	User Name
Add	AddressAll	12/21/2016 6:14:54PM	Operator, Operator
Add	PhoneAll	12/21/2016 6:14:54PM	Operator, Operator
Add	Sequence Number	12/21/2016 6:14:54PM	Operator, Operator
Add	SSN Last Four	12/21/2016 6:14:54PM	Operator, Operator
Skiptrace Information	Sent to Third Party Vendor LocateSmarterScrub	12/21/2016 6:34:17PM	Program, User
Bankruptcy	Not Bankrupt Not Bankrupt (Filter=NoFiledDischargedAndDismissedSys,FiledDt IS NULL)	12/21/2016 8:50:25PM	Program, User
Deceased Information	Not Deceased Not Deceased, 01/01/1900 LocateSmarterScrub	12/21/2016 9:16:12PM	Program, User
Credit Bureau	Credit Report Not Free CreditReportInquiry	12/21/2016 9:44:14PM	Operator, Operator
Credit Bureau	Successful Action	12/21/2016 11:20:22PM	Operator, Operator
Credit Bureau	Successful Action	12/21/2016 11:20:22PM	Operator, Operator
Add		12/22/2016 12:13:12AM	Operator, Operator
Add	AddressAll	12/22/2016 12:16:02AM	Operator, Operator
Add	AddressAll	12/22/2016 12:16:02AM	Operator, Operator
Add	AddressAll	12/22/2016 12:16:03AM	Operator, Operator
Change		12/22/2016 12:37:17AM	Operator, Operator
Add		12/22/2016 12:37:17AM	Operator, Operator
Change	UserUnitID 1135	12/22/2016 12:37:17AM	Operator, Operator
Change	Strategy 5813	12/22/2016 12:37:17AM	Operator, Operator
Deceased Information	Not Deceased Not Deceased, 01/01/1900 Trans Union	12/22/2016 1:08:08AM	Operator, Operator
Skiptrace Information	Sent to Third Party Vendor LocateSmarter	12/22/2016 1:24:27AM	Program, User
Skiptrace Information	Sent to Third Party Vendor LocateSmarter	12/22/2016 1:24:27AM	Program, User
Comment		12/22/2016 3:56:16AM	Operator, Operator
	Letter not sent as an email because this account does not have a valid Account type email address.		
Letter Sent		12/22/2016 3:56:16AM	Operator, Operator
Add	PhoneAll	12/22/2016 7:00:30AM	Program, User
Add		12/22/2016 7:00:42AM	Program, User
Litigious Information	Not Litigious Not Litigious, Actions: Litigious LocateSmarterScrub	12/22/2016 7:30:32AM	Program, User
Manual Dial		12/22/2016 2:02:48PM	Attempt, Manual
	Manual Dial Phone: 3056806589		
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	12/22/2016 2:02:48PM	Operator, Operator
Change	Account Status 80	12/22/2016 3:15:21PM	Operator, Operator
Manual Dial		12/22/2016 5:23:38PM	Attempt, Manual
	Manual Dial Phone: 3056806589		

Debtor: [REDACTED] 6560	Name: Maddox, Bria	Phone:	Coll: 40-1,136
Original Balance: \$564.85	Strategy: Inactive	Status: Consumer Filed Lawsuit	
Current Balance: \$564.85	Step: 120		
Total Paid: \$0.00		Last 4 of TaxID: [REDACTED] 3491	
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	12/22/2016 5:23:38PM	Operator, Operator
Change	Strategy 5849	12/23/2016 12:39:18AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/27/2016 9:09:46AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	12/27/2016 9:09:46AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/27/2016 2:34:57PM	Attempt, Manual
Telephoned Consumer	Transferred To Other User Dialer Activity Phone: 3056806589	12/27/2016 2:34:57PM	Operator, Operator
Change	Strategy 5849	12/28/2016 12:41:01AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/28/2016 2:02:29PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	12/28/2016 2:02:29PM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/28/2016 4:46:55PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	12/28/2016 4:46:55PM	Operator, Operator
Change	Strategy 5849	12/29/2016 12:47:26AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/29/2016 11:54:06AM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	12/29/2016 11:54:06AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/29/2016 2:40:12PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	12/29/2016 2:40:12PM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	12/29/2016 6:03:06PM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	12/29/2016 6:03:06PM	Operator, Operator
Change	Strategy 5849	12/30/2016 12:42:25AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/02/2017 9:34:18AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/02/2017 9:34:18AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/02/2017 2:42:45PM	Attempt, Manual
Telephoned Consumer	Transferred To Other User Dialer Activity Phone: 3056806589	01/02/2017 2:42:45PM	Operator, Operator
Change	Strategy 5849	01/03/2017 12:27:36AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/03/2017 10:04:01AM	Attempt, Manual

Debtor: [REDACTED] 6560	Name: Maddox, Bria	Phone:	Coll: 40-1,136
Original Balance: \$564.85	Strategy: Inactive	Status: Consumer Filed Lawsuit	
Current Balance: \$564.85	Step: 120		
Total Paid: \$0.00		Last 4 of TaxID: [REDACTED] 3491	
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/03/2017 10:04:01AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/03/2017 2:03:07PM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	01/03/2017 2:03:07PM	Operator, Operator
Change	Strategy 5849	01/04/2017 12:36:19AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/04/2017 8:37:39AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/04/2017 8:37:39AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/04/2017 12:32:46PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/04/2017 12:32:46PM	Operator, Operator
Telephoned Consumer	Hung Up at Connect	01/04/2017 3:41:55PM	CardarelliKrone, Brandon
Manual Dial	Manual Dial Phone: 3056806589	01/04/2017 3:41:02PM	Attempt, Manual
Phone Attempt	No Message Left Manual Dial Phone: 3056806589	01/04/2017 3:41:02PM	Attempt, Manual
Recorded Call		01/04/2017 3:41:30PM	CardarelliKrone, Brandon
Change	Strategy 5849	01/05/2017 12:52:08AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/05/2017 8:53:18AM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	01/05/2017 8:53:18AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/05/2017 1:11:34PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/05/2017 1:11:34PM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/05/2017 3:48:40PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/05/2017 3:48:40PM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/05/2017 6:06:59PM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	01/05/2017 6:06:59PM	Operator, Operator
Change	Strategy 5849	01/06/2017 12:58:35AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/06/2017 9:31:18AM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	01/06/2017 9:31:18AM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/06/2017 1:06:18PM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	01/06/2017 1:06:18PM	Operator, Operator

Debtor: [REDACTED] 6560	Name: Maddox, Bria	Phone:	Coll: 40-1,136
Original Balance: \$564.85	Strategy: Inactive	Status: Consumer Filed Lawsuit	
Current Balance: \$564.85	Step: 120		
Total Paid: \$0.00		Last 4 of TaxID: [REDACTED] 3491	
Manual Dial	Manual Dial Phone: 3056806589	01/06/2017 2:46:52PM	Attempt, Manual
Telephoned Consumer	No Answer Dialer Activity Phone: 3056806589	01/06/2017 2:46:52PM	Operator, Operator
Manual Dial	Manual Dial Phone: 3056806589	01/06/2017 7:56:46PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Dialer Activity Phone: 3056806589	01/06/2017 7:56:46PM	Operator, Operator
Change	Strategy 5849	01/07/2017 12:49:37AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/09/2017 9:57:52AM	Attempt, Manual
Telephoned Consumer	No Answer Manual Dial Phone: 3056806589	01/09/2017 12:28:42PM	Attempt, Manual
Telephoned Consumer	Transferred To Other User Manual Dial Phone: 3056806589	01/09/2017 2:10:21PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/09/2017 3:43:55PM	Attempt, Manual
Change	Strategy 5849	01/10/2017 12:55:25AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/10/2017 9:38:28AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/10/2017 1:17:02PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/10/2017 3:41:34PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/10/2017 5:27:36PM	Attempt, Manual
Change	Strategy 5849	01/11/2017 12:41:06AM	Operator, Operator
Change	VerifiedFG False	01/11/2017 1:02:36PM	Burke, Stephanie
Change	CityCode 0	01/11/2017 1:02:54PM	Burke, Stephanie
Change	VerifiedFG False	01/11/2017 1:02:54PM	Burke, Stephanie
Telephoned Consumer	Talked to Consumer mmdcvaqa tt bria, said she will pay comcast and hu	01/11/2017 1:03:42PM	Burke, Stephanie
Phone Attempt	RPC - Unresolved Manual Dial Phone: 3056806589	01/11/2017 1:01:45PM	Attempt, Manual
Recorded Call	File name: U103F85T58768119@10.40.88.51.mp3 File length: 100	01/11/2017 1:03:42PM	Burke, Stephanie
Change	Strategy 5849	01/12/2017 12:54:28AM	Operator, Operator
Change	Strategy 2079	01/15/2017 12:32:58AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/16/2017 2:19:15PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/16/2017 7:48:59PM	Attempt, Manual

Debtor: [REDACTED] 6560	Name: Maddox, Bria	Phone:	Coll: 40-1,136
Original Balance: \$564.85	Strategy: Inactive	Status: Consumer Filed Lawsuit	
Current Balance: \$564.85	Step: 120		
Total Paid: \$0.00		Last 4 of TaxID: [REDACTED] 3491	
Change	Strategy 5849	01/17/2017 12:57:18AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/17/2017 12:24:05PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/17/2017 2:13:53PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/17/2017 5:19:38PM	Attempt, Manual
Change	Strategy 5849	01/18/2017 12:52:54AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/18/2017 12:49:22PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/18/2017 3:52:25PM	Attempt, Manual
Change	Strategy 5849	01/19/2017 12:42:44AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/19/2017 11:52:31AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/19/2017 2:21:32PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/19/2017 4:07:43PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/19/2017 5:57:10PM	Attempt, Manual
Change	Strategy 5849	01/20/2017 12:39:17AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/20/2017 11:49:13AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/20/2017 1:51:44PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/20/2017 3:28:09PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/20/2017 5:39:20PM	Attempt, Manual
Change	Strategy 5849	01/21/2017 12:58:21AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/23/2017 12:55:07PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/23/2017 2:39:20PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/23/2017 4:14:49PM	Attempt, Manual
Change	Strategy 5849	01/24/2017 12:51:29AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/24/2017 11:57:14AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/24/2017 2:17:30PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/24/2017 4:17:52PM	Attempt, Manual

Debtor: [REDACTED] 6560	Name: Maddox, Bria	Phone:	Coll: 40-1,136
Original Balance: \$564.85	Strategy: Inactive	Status: Consumer Filed Lawsuit	
Current Balance: \$564.85	Step: 120		
Total Paid: \$0.00		Last 4 of TaxID: [REDACTED] 3491	
Change	Strategy 5849	01/25/2017 12:50:28AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/25/2017 11:46:44AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/25/2017 1:22:17PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/25/2017 3:26:23PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/25/2017 5:09:02PM	Attempt, Manual
Change	Strategy 5849	01/26/2017 12:44:36AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/26/2017 12:30:04PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/26/2017 2:08:33PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/26/2017 3:45:51PM	Attempt, Manual
Change	Strategy 5849	01/27/2017 12:44:58AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/27/2017 11:46:17AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/27/2017 1:41:34PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/27/2017 3:22:45PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/27/2017 5:01:32PM	Attempt, Manual
Change	Strategy 5849	01/28/2017 12:49:47AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/30/2017 11:48:39AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/30/2017 2:39:01PM	Attempt, Manual
Change	Strategy 5849	01/31/2017 12:35:30AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/31/2017 12:01:45PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/31/2017 2:43:53PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	01/31/2017 4:32:22PM	Attempt, Manual
Change	Strategy 5849	02/01/2017 1:01:01AM	Operator, Operator
Comment	New Letter Offer: Old LetterID=10053, New LetterID=51	02/01/2017 2:45:50AM	Operator, Operator
Comment	Letter not sent as an email because this account does not have a valid Account type email address.	02/01/2017 3:50:08AM	Operator, Operator
Letter Sent		02/01/2017 3:50:08AM	Operator, Operator

Debtor: [REDACTED] 6560

Name: Maddox, Bria

Phone:

Coll: 40-1,136

Original Balance: \$564.85

Strategy: Inactive

Status: Consumer Filed Lawsuit

Current Balance: \$564.85

Step: 120

Last 4 of TaxID: [REDACTED] 3491

Total Paid: \$0.00

Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/01/2017 12:57:53PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/01/2017 3:45:59PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/01/2017 6:44:35PM	Attempt, Manual
Change	Strategy 5849	02/02/2017 1:03:09AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/02/2017 11:44:08AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/02/2017 1:43:12PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/02/2017 3:17:29PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/02/2017 5:12:07PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/02/2017 7:30:06PM	Attempt, Manual
Change	Strategy 5849	02/03/2017 12:39:05AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/03/2017 10:00:05AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/03/2017 12:33:14PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/03/2017 2:21:55PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/03/2017 6:38:20PM	Attempt, Manual
Change	Strategy 5849	02/04/2017 1:48:08AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/06/2017 10:23:36AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/06/2017 12:48:07PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/06/2017 2:52:43PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/06/2017 4:27:51PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/06/2017 7:13:59PM	Attempt, Manual
Change	Strategy 5849	02/07/2017 12:39:06AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/07/2017 8:39:31AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/07/2017 11:49:02AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/07/2017 1:43:21PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/07/2017 3:35:56PM	Attempt, Manual

Debtor: [REDACTED] 6560

Name: **Maddox, Bria**

Phone:

Coll: 40-1,136

Original Balance: \$564.85

Strategy: Inactive

Status: Consumer Filed Lawsuit

Current Balance: \$564.85

Step: 120

Last 4 of TaxID: [REDACTED] 3491

Total Paid: \$0.00

Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/07/2017 6:15:04PM	Attempt, Manual
Change	Strategy 5849	02/08/2017 1:04:23AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/08/2017 2:02:37PM	Attempt, Manual
Change	Strategy 5849	02/09/2017 12:59:13AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/09/2017 9:18:59AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/09/2017 12:52:55PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/09/2017 2:27:56PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/09/2017 5:30:46PM	Attempt, Manual
Change	Strategy 5849	02/10/2017 12:43:42AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/10/2017 11:09:20AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/10/2017 1:31:10PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/10/2017 3:14:56PM	Attempt, Manual
Change	Strategy 5849	02/11/2017 12:42:58AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/13/2017 12:52:22PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/13/2017 3:07:00PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/13/2017 6:14:13PM	Attempt, Manual
Change	Strategy 5849	02/14/2017 12:42:15AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/14/2017 11:54:12AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/14/2017 1:50:15PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/14/2017 3:27:28PM	Attempt, Manual
Telephoned Consumer	No Answer Manual Dial Phone: 3056806589	02/14/2017 6:03:42PM	Attempt, Manual
Change	Strategy 5849	02/15/2017 12:50:38AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/15/2017 1:14:32PM	Attempt, Manual
Telephoned Consumer	No Answer Manual Dial Phone: 3056806589	02/15/2017 3:42:20PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589	02/15/2017 5:39:26PM	Attempt, Manual

Debtor:	6560	Name: Maddox, Bria	Phone:	Coll: 40-1,136
Original Balance:	\$564.85	Strategy: Inactive	Status: Consumer Filed Lawsuit	
Current Balance:	\$564.85	Step: 120	Last 4 of TaxID:	3491
Total Paid:	\$0.00			
Change	Strategy 5849		02/16/2017 12:54:59AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/16/2017 12:14:17PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/16/2017 2:15:19PM	Attempt, Manual
Telephoned Consumer	No Answer Manual Dial Phone: 3056806589		02/16/2017 6:03:44PM	Attempt, Manual
Change	Strategy 5849		02/17/2017 12:53:15AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/17/2017 9:50:01AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/17/2017 11:45:22AM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/17/2017 1:48:25PM	Attempt, Manual
Telephoned Consumer	No Answer Manual Dial Phone: 3056806589		02/17/2017 3:29:23PM	Attempt, Manual
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/17/2017 5:04:50PM	Attempt, Manual
Change	Strategy 5849		02/18/2017 1:13:37AM	Operator, Operator
Change			02/19/2017 7:30:16AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/21/2017 5:46:22PM	Attempt, Manual
Change	Strategy 5849		02/22/2017 12:58:30AM	Operator, Operator
Telephoned Consumer	No Message On Answering Machine Manual Dial Phone: 3056806589		02/24/2017 4:18:50PM	Attempt, Manual
Change	Strategy 5849		02/25/2017 1:06:07AM	Operator, Operator
Comment			03/03/2017 2:09:17PM	Berky, Kayla
	Account manually removed from the dialer. 3/3/2017			
Change	OnDialerFG True		03/03/2017 2:09:17PM	Berky, Kayla
Change	OnDialerFG True		03/03/2017 2:09:17PM	Berky, Kayla
Change			03/03/2017 2:09:26PM	Berky, Kayla
Change			03/03/2017 2:09:26PM	Berky, Kayla
Change	Account Status 3	Actively Working Account	03/03/2017 2:09:26PM	Berky, Kayla
Change	Strategy 5849		03/03/2017 2:09:26PM	Berky, Kayla
Change	Strategy 289		03/04/2017 12:58:53AM	Operator, Operator
Change			03/05/2017 7:31:04AM	Operator, Operator
Seen			03/06/2017 11:13:46AM	Chan, Stephanie
Change	StatusID 1		03/06/2017 11:57:38AM	Chan, Stephanie

Debtor: [REDACTED] 6560

Name: **Maddox, Bria**

Phone:

Coll: 40-1,136

Original Balance: \$564.85

Strategy: Inactive

Status: Consumer Filed Lawsuit

Current Balance: \$564.85

Step: 120

Last 4 of TaxID: [REDACTED] 3491

Total Paid: \$0.00

Add	AddressAll	03/06/2017 11:57:39AM	Chan, Stephanie
Change		03/06/2017 11:58:06AM	Chan, Stephanie
Comment		03/06/2017 11:58:20AM	Chan, Stephanie
	Requested account to be removed from dialer		
Add	EmailAll	03/06/2017 11:58:56AM	Chan, Stephanie
Received Letter	Regular Mail {Billing Errors} Certified mail from consumer states that she is disputing bal under FDCPA. Doesn't wnt to receive calls at 3056806589. Willing to settle these matter within 20days from receipt of this letter. We can still reach at her cell but only regdng this acct. But she prefers to be contcted thru email at [REDACTED]. Enclosed are the call logs from CBE to consumer.	03/06/2017 11:59:17AM	Chan, Stephanie
Change	AuthorizedFG False	03/06/2017 12:02:14PM	Chan, Stephanie
Add		03/06/2017 12:02:30PM	Chan, Stephanie
Change	DoNotContactFG False	03/06/2017 12:02:47PM	Chan, Stephanie
Change	DoNotContactFG False	03/06/2017 12:02:53PM	Chan, Stephanie
Comment		03/06/2017 12:03:17PM	Chan, Stephanie
	Requested numbers be added to Permanent DNC		
Change	Account Status 307	03/06/2017 12:03:35PM	Chan, Stephanie
Correspondence Received			
Clerical Reminder	Sent to Custom Worklist disputing the bal under FDCPA willing to settle acct.	03/06/2017 12:29:01PM	Chan, Stephanie
Change		03/07/2017 7:51:22AM	Operator, Operator
Seen		03/07/2017 1:14:03PM	Chan, Stephanie
Seen		03/15/2017 8:48:24AM	Marigondon, Marvin
Seen		03/15/2017 9:35:33AM	Marigondon, Marvin
Seen		03/21/2017 12:38:47PM	Chan, Stephanie
Seen		03/21/2017 1:38:49PM	Berky, Kayla
Received Letter	Regular Mail {Billing Errors} Certified mail from consumer states that she is disputing bal under FDCPA. we are violating the TCPA because we called her phone # 90x. Doesn't wnt to receive calls at 3056806589. Willing to settle these matter within 20days from receipt of this letter. We can still reach at her cell but only regdng this acct. But she prefers to be contcted thru email at [REDACTED]. Enclosed are the call logs from CBE to consumer.	03/22/2017 1:51:39PM	Chan, Stephanie
Seen		03/27/2017 1:54:19PM	Berky, Kayla
Seen		03/28/2017 2:48:52PM	Marigondon, Marvin
Change	Source 500	03/29/2017 8:23:10AM	Marigondon, Marvin
Received Letter	Regular Mail Letter stating a notice of pending lawsuit for violating the FDCPA and the TCPA was sent to CBE Group on February 28, 2017 via certified mail prior to filing suit.	03/29/2017 8:24:26AM	Marigondon, Marvin
Comment		03/29/2017 8:27:35AM	Marigondon, Marvin
	Please disregard previous comment.		
Received Letter	Regular Mail Certified letter- stating a notice of pending lawsuit for violating the FDCPA and the TCPA was sent to CBE Group on February 28, 2017 via certified mail prior to filing suit.	03/29/2017 8:28:07AM	Marigondon, Marvin
Change	Strategy 3508	04/03/2017 12:28:58AM	Operator, Operator

Debtor: [REDACTED] 6560 Name: **Maddox, Bria** Phone: Coll: 40-1,136
 Original Balance: \$564.85 Strategy: Inactive Status: Consumer Filed Lawsuit
 Current Balance: \$564.85 Step: 120
 Total Paid: \$0.00 Last 4 of TaxID: [REDACTED] 3491

Seen		04/04/2017 10:52:45AM	Chan, Stephanie
Sent Letter	Email to client- Please send response on the above disputed account by, 04/06/17,	04/04/2017 10:54:49AM	McCullough, Nicole
Received Letter	Email from client- After review, this dispute is invalid.	04/06/2017 10:38:21AM	McCullough, Nicole
Comment	pulled consumers statements	04/06/2017 10:43:28AM	McCullough, Nicole
Comment	Invalid Dispute	04/06/2017 10:43:48AM	McCullough, Nicole
Sent Letter	Regular Mail Letter/ledger sent to consumer	04/06/2017 10:43:48AM	McCullough, Nicole
Change	Strategy 3509	04/06/2017 10:43:48AM	McCullough, Nicole
Change		04/06/2017 10:43:48AM	McCullough, Nicole
Change	Account Status 312	04/06/2017 10:43:48AM	McCullough, Nicole
Change	Disputed Balance		
Change		04/06/2017 10:43:48AM	McCullough, Nicole
Add	Activity	04/06/2017 10:43:48AM	McCullough, Nicole
Change		04/06/2017 10:44:00AM	McCullough, Nicole
Change	Account Status 3	04/06/2017 10:44:00AM	McCullough, Nicole
Change	Actively Working Account		
Change	Strategy 237	04/06/2017 10:44:00AM	McCullough, Nicole
Change	Strategy 289	04/07/2017 12:33:39AM	Operator, Operator
Comment	(*) ID/DI: Cust dispute is invalid - continue collection efforts	04/13/2017 12:00:48AM	Operator, Operator
Comment	(*) +++++/+++++: Status Changed HLD ACT	04/13/2017 12:00:48AM	Operator, Operator
Change		04/27/2017 4:16:54PM	Lockard, Tom
Change	Account Status 300	04/27/2017 4:16:54PM	Lockard, Tom
Add	Restriction Miscellaneous One	04/27/2017 4:17:58PM	Lockard, Tom
Received Letter	Email Email Notification of Suit Served on CSC Process Server	04/27/2017 4:31:48PM	Lockard, Tom
Seen		04/27/2017 4:40:18PM	Buck, Sarah

MADDOX,
vs.
CBE GROUP,



/_____
JANUARY 11, 2017 CALL RECORDING

TRANSCRIBED BY: Denise Smith Byer, RPR, FPR
Notary Public, State of
Florida

Pages 1 - 5

1 P R O C E E D I N G S

2 MS. MADDOX: Hello.

3 MS. BERK: Hello, my name is Stephanie Berk.

4 This call is going to be monitored or recorded for
5 quality assurance purposes.

6 Is Bria Maddox available?

7 MS. MADDOX: Yes. May I ask who's calling?

8 MS. BERK: My name is Stephanie Berk. Are you
9 Bria?

10 MS. MADDOX: Yes.

11 MS. BERK: Okay. Are you at [REDACTED]

12 [REDACTED] at Atlanta, Georgia,
13 30324?

14 MS. MADDOX: Yes. May I ask who's calling?

15 Like what --

16 MS. BERK: Okay.

17 MS. MADDOX: -- company you're calling from?

18 MS. BERK: Yes. I'm calling from the CBE Group
19 regarding your Comcast account.

20 MS. MADDOX: E group --

21 MS. BERK: This is an attempt --

22 MS. MADDOX: Comcast account. Okay. Comcast.
23 Uh-huh.

24 MS. BERK: Yep. This is an attempt to collect
25 a debt by a debt collector. Any information

1 obtained will be used for that purpose.

2 You have a final balance here of \$564.85. Just
3 seeing how you want to resolve this; with check,
4 credit or debit card?

5 MS. MADDOX: Oh, yeah. No. I don't want to
6 pay for it right now. I'm actually probably going
7 to open my account again.

8 MS. BERK: Okay. That's fine. But you still
9 have to pay the 564.85 to be able to open the
10 account.

11 MS. MADDOX: Okay. Yeah. I already spoke to
12 Comcast. Thank you.

13 What -- what's your phone number?

14 MS. BERK: Our phone number here is 888 --

15 MS. MADDOX: Uh-huh.

16 MS. BERK: -- 269 --

17 MS. MADDOX: Uh-huh.

18 MS. BERK: -- 8850.

19 MS. MADDOX: Okay.

20 MS. BERK: But regardless if you --

21 MS. MADDOX: And that's a CBE Group?

22 MS. BERK: Uh-huh. Okay.

23 MS. BERK: Regardless if you spoke with the
24 Comcast, ma'am, they put you in collection 21 days
25 ago, so you're going to need to resolve that here in

1 our office.

2 MS. MADDOX: Okay. 269 -- all right. Thank
3 you.

4 Do you have an e-mail address I can reach you
5 at?

6 MS. BERK: No, ma'am. Have a good day.
7 Good-bye.

8 MS. MADDOX: All right.

9 (End of transcription.)

10
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1 CERTIFICATE OF REPORTER

2

3 STATE OF FLORIDA)

4

COUNTY OF HILLSBOROUGH)

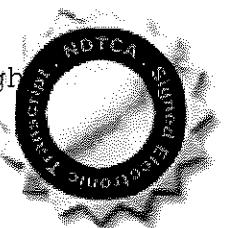
5

6 I, DENISE SMITH BYER, RPR, FPR, Notary Public, do
7 hereby certify that I was authorized to and did
8 transcribe from audio the foregoing proceedings, and
9 that the transcript is a true and complete record of
10 such transcription; that a review of the transcript was
11 not requested; and that the transcript is a true and
12 complete record of my stenographic notes.

13 I further certify that I am not a relative,
14 employee, attorney, or counsel of any of the parties,
15 nor am I a relative or employee of any of the parties;
16 attorneys or counsel connected with the action, nor am I
17 financially interested in the action.

18 DATED July 24, 2017 at Tampa, Hillsborough
19 County, Florida.

Denise Smith



22 DENISE SMITH BYER, RPR, FPR

23

Notary Public

24

25



1000



50613

U.S. POSTAGE
PAID
ATLANTA, GA
30345
FEB 28 17
AMOUNT
\$3.84
R2304H108659-12

tabbed

EXHIBIT

3

PLACE STICKER AT TOP OF ENVELOPE & TO THE FRONT
OF THE MAILING SURFACE. ADDRESSEES ARE ALLOWED TO USE
ONE STICKER PER MAILING SURFACE.

CERTIFIED MAIL



7014 2120 0003 0483 8155

Brian Maddox
[REDACTED]
Atlanta, GA 30324

CBE Group Inc.
1309 Technology Pkwy
Cedar Falls, IA 50613-6974

CC [REDACTED]
[REDACTED]

RECEIVED 1

50613-697609

[REDACTED]

Certified mail #7014 2120 0003 0483 8155

Bria Maddox

C B E Group Inc.
1309 Technology Pkwy
Cedar Falls, IA 50613-6976

February 28, 2017

Letter of Intent to Litigate

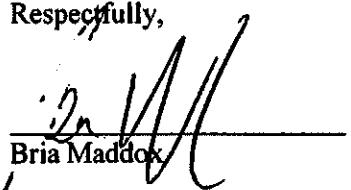
To whom it may concern,

This letter is being sent prior to filing suit. This is an opportunity to amicably cure C B E Group's violations of the Fair Debt Collection Practices Act (FDCPA) 15 U.S.C. § 1692c(a)(1) and the Telephone Consumer Protection Act (TCPA) Sec. 227, 47 USC § 227(b)(1)(A)(iii). I have documented at least 90 unwanted calls to my cell phone number 305-680-6589, see exhibit "A" and "B", which originated from C B E Group's office without prior express consent.

I am willing to settle these matters amicably without having to file suit and am giving you twenty (20) days from receipt of this letter to take the opportunity to do so. If you choose not to settle the matters at hand, then I will have no choice but to file suit and seek remedy in a court of law.

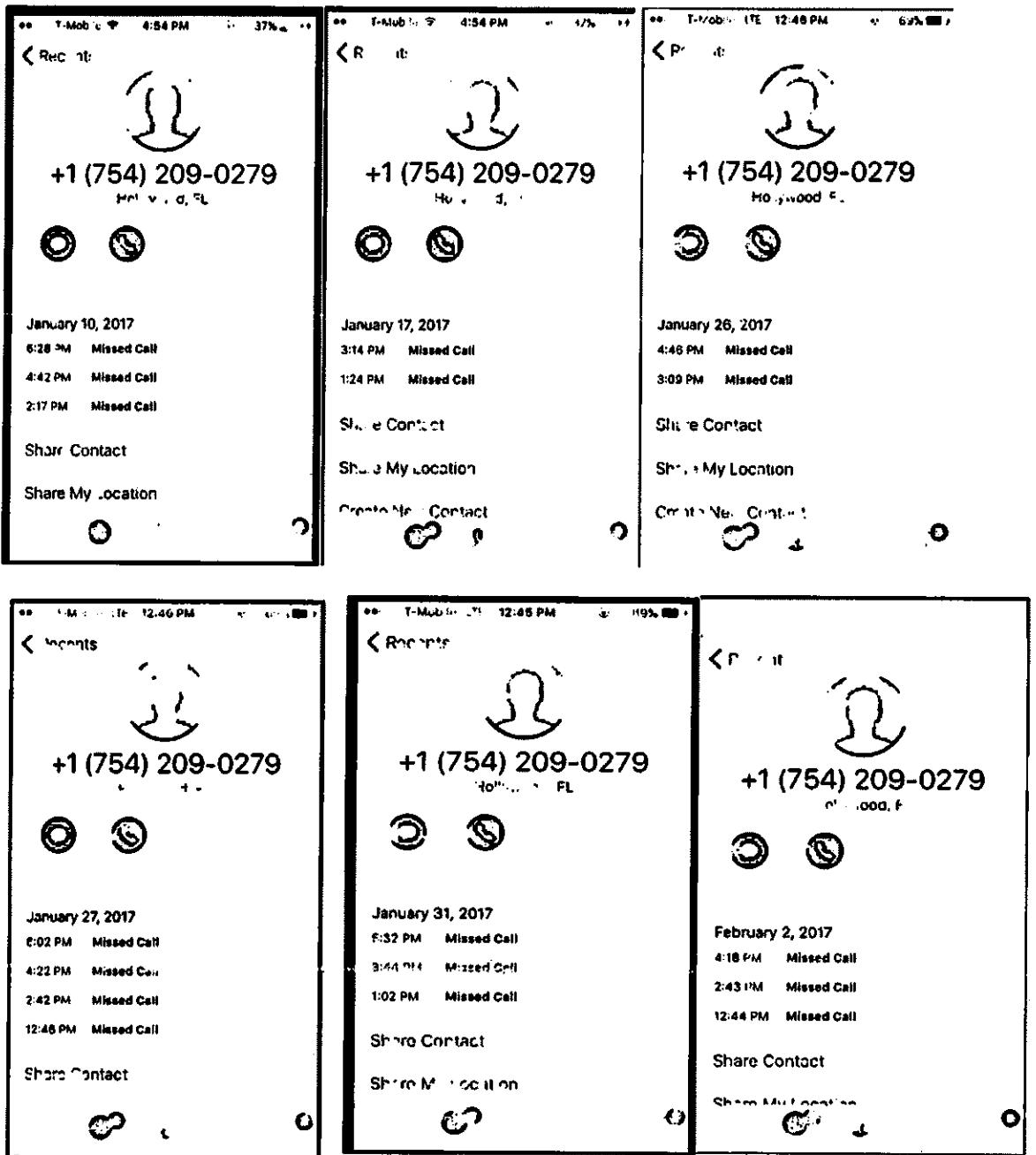
I can be reached directly at 305-680-6589 (cell) or preferably via email at [REDACTED] so we can have proper record keeping. This cell number is not to be called, shared, or used for any purpose other than to address the matters at hand.

Respectfully,


Bria Maddox

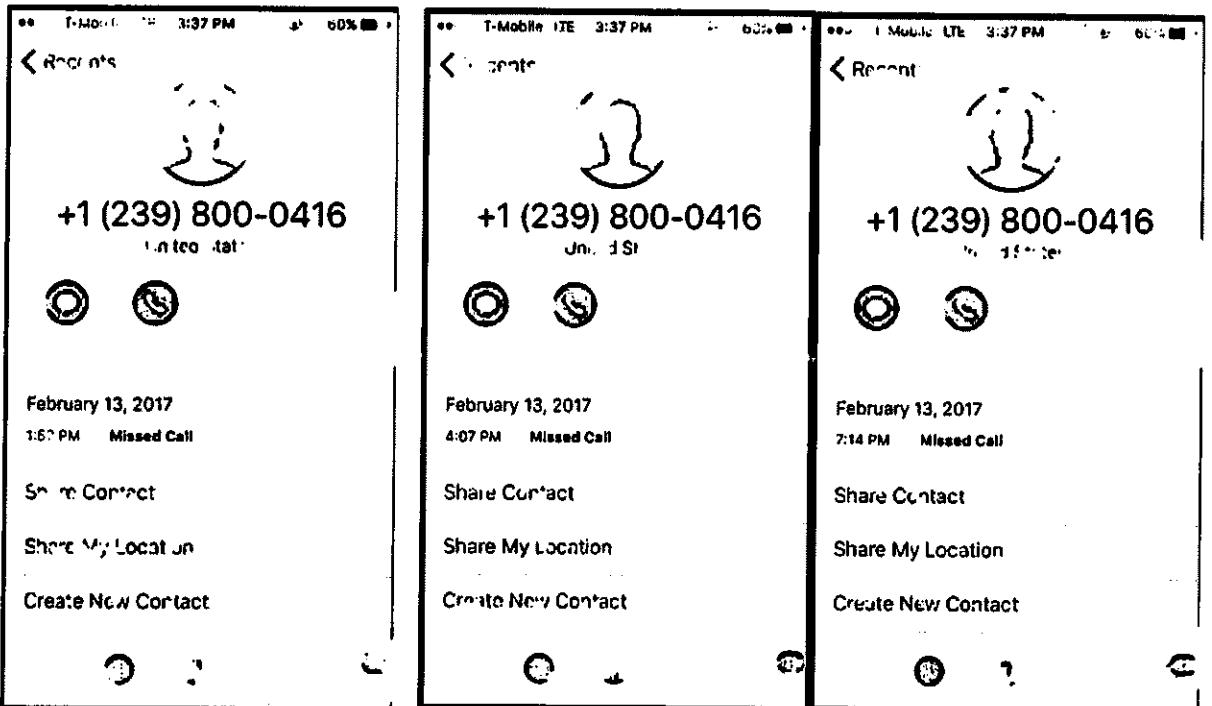
Certified mail #7014 2120 0003 0483 8155

Exhibit "A"



Certified mail #7014 2120 0003 0483 8155

Exhibit "A"



Certified mail #7014 2120 0003 0483 8155

Exhibit "B"

Calls from: (754) 209-0279
to: (305) 680-6589

Date: 01/06/17 Time: 2:06 PM
8:57 PM

01/09/17 10:57 AM
4:44 PM

01/10/17 10:38 AM
6:28 PM
4:42 PM
2:17 PM

01/16/17 3:19 PM
8:49 PM

01/17/17 3:14 PM
1:24 PM
6:19 PM

01/18/17 4:52 PM
1:49 PM

01/19/17 5:08 PM
6:57 PM

01/20/17 12:49 PM
4:28 PM
2:52 PM

01/26/17 1:30 PM
4:46 PM
3:09 PM

01/27/17 12:46 PM
2:42 PM

Calls from: (239) 800- 0467
to: (305) 680-6589

Date: 02/08/17 Time: 3:03 PM

02/09/17 10:19 AM
1:53 PM
3:28 PM
6:30 PM

02/10/17 12:09 PM
2:31 PM
4:15 PM

02/13/17 1:52 PM
4:07 PM
7:14 PM

02/14/17 12:54 PM
4:27 PM
2:50 PM

02/15/17 7:03 PM

02/16/17 2:15 PM
4:42 PM
6:39 PM

02/17/17 1:14 PM
3:15 PM